LARC Tips/Notes for Interviewers

1. Gather as much information as possible in 5-10 minutes per session. This includes description, problem, and demographics information, including address and neighborhood.

2. Important information to obtain: Your name, date, intake number (the number card you get from the client), description of problem, and demographics, which now includes the client's address as well as neighborhood. Let the client know we only want their address and phone number in case their attorney at the clinic feels they have a legal issue, which may require legal representation. Lawyer Referral Service will no longer be at the clinic. We are now asking you, the volunteer interviewer, to ask the Client for their address. On Monday, LRIS will call the client back directly. All their information is kept confidential. If they refuse to give you their name and address and only want to give their neighborhood, that is OK as well.

Demographics are used by the LARC to determine effectiveness of the program, not to be turned over to the government or police. All the statistics are very important. Please remember to check off whether the client's gender, ethnicity, age, etc. Even if the information may seem obvious by the client's name, it is very important that you check off the appropriate box.

3. Remember a problem can have multiple entries (e.g. personal property rights, fraud, civil rights). You as the interviewer, not the client, should make the final determination of the problem before sending the intake sheet to the attorneys.

3. Remember why the attorney needs the intake information. He needs the background, or set up, to focus on the problem and determine the direction to go in the limited time available. The more info you obtain in the preliminary session frees the attorney to spend more time with the client. If they still need to be convinced, remind them that they can't be helped effectively if they don't provide the preliminary information.

4. If approached with 2 numbers, try to be flexible but avoid processing numbers that are more than 2 apart. For example, if the client has intake numbers 18 and 20, that's OK; if they approach with 10 and 35, advise them they need to be called back in turn. This is necessary to keep the clinic moving (the flow going) and cuts down on confusion in missed numbers. Check with the number caller if you need to work an exception

5. Always remember to collect the plastic/ magnetic **numbers** from the client and the **intake sheet** after the interview is done. Remember to pass on **both** to the person who is in charge of calling out the numbers. The intake sheet will be collected and distributed by a staff member to the correct attorney.

6. If the client seems to need social service help, please write "Social Service Recommendation" at the top of the interview sheet and tell the client the social service

table is always open for questions. No waiting is needed! They can just walk up to the table. The table will be to the right of the interviewing tables.

If you are having trouble with a client, (whether you don't understand what the legal issue is, the client is becoming emotional, etc) please pull one of the VLSP staff members aside and ask for help.

7. If a client needs an interpreter, please write what language is needed at the top of the intake sheet so our staff members and attorney can be prepared.

Thank you so much for Volunteering! If you have any questions or concerns, please feel free to ask any of the VLSP staff members there. We are here to support you!